
Clearing attendant console faults

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Attendant console faults

Attendant consoles are the operator's interface to the system and its features. Components that can cause an attendant console fault are:

- the console itself or add-on units
- the console power supply
- the building wiring
- the cross-connect from the console to the line circuit
- the unit on the peripheral line card
- the peripheral line card
- the ringing generator
- the peripheral controller card
- the peripheral module power
- the peripheral module backplane

Attendant console faults typically affect only a single attendant. However, if more than one attendant console is affected, look for the following connections, among others:

- they are on the same line card
- they are on the same module
- they are on the same loop
- they are served by the same peripheral controller
- there is a problem with ringing or tones

Use the following software programs to isolate attendant console faults:

- LD 30 to test network loops
- LD 31 to test sets and consoles
- LD 32 to test peripheral controllers
- LD 45 to perform
 - signaling tests
 - manual continuity tests

Fault clearing procedures

Table 13 lists common attendant console fault indications. To clear faults, select the symptom that most resembles the fault indications, then go through the procedure for clearing each possible cause until the fault is fixed. Once the fault is corrected, disregard the remaining possible causes.

Note: Clear any power or common equipment faults before you try to clear attendant console faults.

If the fault is not cleared after you have gone through each possible cause, check the most recent fault indications. Also check “How to clear faults” on page 3 to see if another type of fault is indicated.

After the fault is corrected, go to “Final maintenance procedure” on page 177 to completely restore normal operation.

Table 13
Attendant console fault indicators

Indicator	Possible indications
System messages	BSD501—The console (identified by loop, shelf, card, and unit) failed the signaling test. If the unit number is preceded by a minus sign, the console was disabled. There is a console fault or a fault on the peripheral equipment card indicated.
Visual indicators	Red LED lit on associated cards
User reports	Trouble with calls Trouble with equipment (such as handset, headset, or display)

WARNING

Module covers are *not* hinged; do *not* let go of the cover. Lift the cover away from the module and set it out of your work area.

Symptom:
Console cannot make or receive calls (OVD message received)

The attendant console cannot make or receive calls. There is an OVD message indicating that a TN for the attendant console has been disabled. Look up all system messages and maintenance display codes in the *X11 system messages guide* and follow the instructions given. If the fault does not clear, use this procedure.

Note: Continually observe and look up system messages as you perform this procedure.

See *Telephone and attendant console installation* (553-3001-215) for information on connecting attendant consoles. See *Meridian 1 system installation procedures* (553-3001-210) for information on system cabling. To replace other equipment, see *Meridian 1 hardware replacement* (553-3001-520). You may need to replace one of the following:

- Attendant console
- PE or IPE card associated with the console
- CE/PE, PE, or IPE card cage: NT8D1103, NT8D1303, NT8D3703

Possible cause	Action
Defective PE card	Software disable the TN indicated by the OVD message by entering: LD 32 DISU I s c u "I s c u" represents loop, shelf, card, and unit numbers. Disconnect the wiring between the PE card and the cross-connect terminal. Reenable the TN by entering: ENLU I s c u and wait for an OVD message.

(continued)

Possible cause	Action
	If you receive a message indicating a problem with the card or unit, replace the card. If you do not receive a message indicating a problem with the card or unit, reconnect the wiring and go to the next possible cause.
Defective console	Disable the TN. Disconnect the wiring from the console to the jack. Reenable the TN and wait for an OVD message. If you do not receive an OVD message, replace the console. If you receive an OVD message, reconnect the wiring and go to the next possible cause.
Defective wiring	Disable the TN. Disconnect the wiring between the console and the cross-connect terminal. Reenable the TN and wait for an OVD message. If you do not receive an OVD message, replace or repair the wiring between the console and the cross-connect terminal. If you receive an OVD message, replace or repair the wiring between the PE shelf and the cross-connect terminal. If there is still a console problem, reconnect all wiring and go to the next possible cause.
Defective backplane	Disable the TN. Unseat the affected PE card. Reenable the TN and wait for an OVD message. If you receive an OVD message, replace the card cage assembly in the module.

Symptom:
Console cannot make or receive calls (no OVD message)

The attendant console cannot make or receive calls. There is no OVD message. There may be other system messages indicating that the TN for this console is defective or has been disabled. Look up all system messages and maintenance display codes in the *X11 system messages guide* and follow the instructions given. If the fault does not clear, use this procedure.

Note: Continually observe and look up system messages as you perform this procedure.

See *Telephone and attendant console installation* (553-3001-215) for information on connecting attendant consoles. See *Meridian 1 system installation procedures* (553-3001-210) for information on system cabling.

Possible cause	Action
No power to console	Check the power supply and wiring to see that the console is powered up. If there is a power supply problem, correct it. If there is no power problem, go to the next possible cause.
Defective console	Test the console by entering: LD 31 Note: See the <i>X11 input/output guide</i> for information on testing consoles with LD 31. If the console fails the test, replace it. If the console passes the test, go to the next possible cause.
Console connected to wrong TNs	Check the cross-connect terminal to make sure the console is connected to the correct TNs. If the console is not connected correctly, fix the wiring. If the console is connected correctly, go to the next possible cause.

(continued)

Possible cause	Action
Disabled TN	Software disable, then reenable, each TN by entering: LD 32 DISU I s c u ENLU I s c u "I s c u" represents loop, shelf, card, and unit numbers. Test TNs on superloops by entering: LD 30 UNTT I s c u
	Test TNs on other loops by entering: LD 45 TEST If there is still a console problem, go to the next possible cause.
Defective wiring	Make sure wiring is properly connected and wires are not interchanged, crossed, or grounded: — Check the wiring between the console and the cross-connect terminal. — Check the wiring between the PE/IPE shelf and the cross-connect terminal. If there is a wiring problem, correct it.

Symptom:
Indicator or digit display not functioning properly

The attendant console operates, but some LCD indicators or digit displays are not functioning properly. Look up all system messages and maintenance display codes in the *X11 system messages guide* and follow the instructions given. If the fault does not clear, use this procedure.

Note: Continually observe and look up system messages as you perform this procedure.

See *Telephone and attendant console installation* (553-3001-215) for information on connecting attendant consoles.

Possible cause	Action
Disconnected or defective power supply	Make sure the required power supplies to the attendant console are connected and are not defective. If there is still a console problem, go to the next possible cause.
Disabled TN	Software disable, then reenable, each TN by entering: LD 32 DISU I s c u ENLU I s c u "I s c u" represents loop, shelf, card, and unit numbers. Test TNs on superloops by entering: LD 30 UNTT I s c u Test TNs on other loops by entering: LD 45 TEST If there is still a console problem, go to the next possible cause.

(continued)

Possible cause	Action
Feature not assigned	Make sure the feature or the indicator is assigned in software (see the <i>X11 input/output guide</i>). If there is still a console problem, go to the next possible cause.
Defective console	Test the console by entering: LD 31 (See the <i>X11 input/output guide</i> for information on testing consoles with LD 31.) If the console fails the test, replace it.

Symptom:
Operator cannot hear or be heard properly

The attendant console operates, but the user cannot hear or be heard properly. Look up all system messages and maintenance display codes in the *X11 system messages guide* and follow the instructions given. If the fault does not clear, use this procedure.

Note: Continually observe and look up system messages as you perform this procedure.

See *Telephone and attendant console installation* (553-3001-215) for information on connecting attendant consoles. See *Meridian 1 system installation procedures* (553-3001-210) for information on system cabling. To replace other equipment, see *Meridian 1 hardware replacement* (553-3001-520).

Possible cause	Action
Defective headset or handset	Make sure the handset or headset is plugged into the correct jack on the console. Try another handset or headset. If the test equipment works, replace the faulty handset or headset. If there is still a console problem, go to the next possible cause.
Defective console	Test the console by entering: LD 31 (Follow the procedures in the <i>X11 input/output guide</i> to test consoles with LD 31.) If the console fails the test, replace it. If the console passes the test, go to the next possible cause.

(continued)

Possible cause	Action
Defective PE/IPE card	Software disable each TN by entering: LD 32 DISU I s c u "I s c u" represents loop, shelf, card, and unit numbers. Disconnect the wiring between the PE card and the cross-connect terminal. Reenable and test each TN by entering: ENLU I s c u Wait for an OVD message. If you receive a message indicating a problem with the card or unit, replace the card. If you do not receive a message indicating a problem with the card or unit, reconnect the wiring and go to the next possible cause.
Defective wiring to console	Make sure wiring is properly connected and wires are not interchanged, crossed, or grounded: — Check the wiring between the console and the cross-connect terminal. — Check the wiring between the PE shelf and the cross-connect terminal. If there is a wiring problem, correct it.